



**United Way of the  
Texas Gulf Coast**

P.O. Box 3247  
Houston, Texas 77253-3247  
Phone: 713.685.2300

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**President**

Anna M. Babin

June 4, 2007

**Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554**

**Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket NO. 92- 105**

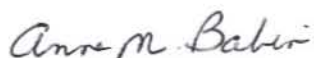
The United Way of Greater Houston hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. The United Way of Greater Houston is limiting its comments to the status of 2-1-1 service in Texas.

The 2-1-1 Texas/United Way Helpline operated by United Way of Greater Houston employs 46 highly trained staff available 24 hours a day, 7 days a week. Since October 17, 2002, the United Way has provided 2-1-1 service to the Texas Gulf Coast region; this includes the 13 counties surrounding the Greater Houston area, reaching a population of 5,300,000. The database of service providers used for making referrals has listings for 1573 agencies and 7550 programs. In 2006 our 2-1-1 call center received 374,012 calls. Since launching the 2-1-1 service, the United Way of Greater Houston has received 1,161,686 calls.

The most common reasons clients give for calling the 2-1-1 Texas/United Way Helpline are basic needs such as electric bill payment assistance, rent payment assistance, food, medical payment assistance and shelter. Callers can count on access to timely and accurate health and human services information. Access to 2-1-1 has facilitated greater awareness of information and referral services and improved communication among service providers. 2-1-1 Texas/United Way helpline was a lifeline for those affected by Hurricanes Katrina and Rita. Call specialists in Houston fielded more than 59,000 calls during the first traumatic days following the disasters, operating around the clock responding to pleas for help.

The United Way of Greater Houston has worked closely with community partners, including the Texas Health and Human Service Commission and the City of Houston. We have devoted significant time and resources to implementing and operating 2-1-1 service to provide access for people who need information about health and human services. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,

A handwritten signature in cursive script that reads "Anna M. Babin".

Anna M. Babin  
President